



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative and Provider Agencies
Child Care Coordinators
W-2 Agencies**

**FROM: Stephen M. Dow
Program Implementation Team
Policy Analysis and Program Implementation Section**

**SUBJECT: BENEFIT RECOVERY FOR INACTIVE CHILD CARE PROVIDER WITH
OUTSTANDING OVERPAYMENTS**

EFFECTIVE DATE: October 18, 1999

PURPOSE

This memo provides information on the process to recover overpayments made to a child care provider who is inactive in the Child Care Payment System (CCPS).

BACKGROUND

The worker is currently responsible for communicating to the provider when a positive or negative adjustment is entered for a provider. If a negative adjustment is entered for a provider and no issuance is made to that provider, there is no automated recoupment made for the overpayment.

Changes are being made in CARES so it will:

- send out a notice to the provider when a positive or negative adjustment is entered
- begin the benefit recovery process when there is an outstanding negative adjustment and the provider is inactive

ADJUSTMENT NOTICES

A notice will be sent to the provider whenever a positive or negative adjustment is entered for a provider. The notice is generated in the CCS cycle (run on Saturdays) and mailed on Mondays for any positive or negative adjustments that have been entered during the previous week. The adjustment notice serves as a 10 day timely notice before a recovery will be made from a future issuance.

Recoupment from future issuances will begin the second CCS cycle after the notice has been sent.

The first adjustment notices will be sent on October 18, 1999, for all negative adjustments that have been entered on CARES that have an outstanding balance.

BWI OPERATIONS MEMO

No.: 99-67

File: 7072

Date: 09/23/99

Non W-2 ☐ W-2 ☐ CC ☒

PRIORITY: High

REVERSAL NOTICES

A reversal is done when (1) a payment was made with a check and the check has been returned for insufficient funds or (2) the payment was posted to the incorrect negative adjustment in error. A reversal notice will be sent when a reversal is made on a payment.

The reversal notice is also generated in the CCS cycle that runs on Saturdays and is mailed on Mondays for any reversal that was entered during the previous week. The reversal corrects the outstanding balance of overpayments to add back the amount of the payment (check).

The first reversal notice will be sent October 25, 1999 for any reversals done to checks during the week of October 14, 1999. If a reversal is done to a check prior to October 14, 1999, no reversal notice will be sent.

REPAYMENT AGREEMENT (RPA), REPAYMENT SUMMARY AND DUNNING NOTICES

When a provider is determined inactive and referred to Child Care Benefit Recovery (BVCC), the negative adjustments entered in CCPS become claims in BV at the next CCS cycle. During the BOM cycle, a RPA is sent to the provider. If a payment is received in response to the RPA and entered into the system, the provider will receive a Repayment Summary at the next BOM. If a RPA was sent and no payment has been received and entered into the system, the provider will receive a dunning notice at the next BOM cycle. After 3 dunning notices, the provider is referred to the DWD Public Assistance Collection Unit for further collection activities.

The first RPA will be sent on November 1, 1999, for any inactive providers who have referred to BVCC.

For additional information on repayment agreements, see the **CARES Guide**, Chapter VIII, Benefit Recovery.

DEFINITION OF AN INACTIVE PROVIDER

A provider is considered inactive and referred to BVCC when a negative adjustment has been entered and **all 4** of these criteria are met.

1. The provider has not received payments at any location for the past 6 weeks.
2. There are no special payments outstanding.
3. There are no open authorizations against which attendance can be logged for the past 6 months.
4. There is no attendance recorded and that is yet to be paid.

SCREENS USED IN BVCC

CCAP: Payment Adjustment: Enter the payment adjustment (there are new adjustment codes)

CCAD: Adjustment Detail: Display adjustment amount and collection amount

BVCO: Claims for Child Care Provider: Displays all claims for a provider

BVPD: Child Care Provider Claim Detail: Displays details for a particular claim

BVPP: Child Care Provider Repayment Agreement: Enter provider repayment details

CCPR: Provider Issuance Return: Enter payments recovered from the provider

CCRD: Child Care Provider Return/Recovery History: Displays return/recovery history

CCRR: Child Care Provider Return Reversal: Enter a reversal to a return entered on CCPR

CCRE: Provider Refund: Enter a refund to the provider when the collection amount has the claim amount

BVCC: Benefit Recovery Claim Comments: Enter claim comments regarding a claim

NEW REPORTS

There are 2 new weekly EOS reports that will show the status of a refund due to an excess payment: (1) Refund Due (CC51); (2) Refund Issued (CC52).

An excess payment occurs when the payments posted to a claim total more than the amount due. When this occurs, the refund amount will appear on the Refund Due report. Workers must check this report weekly to determine if any refunds are due. A check should be requested according to the local agency's internal procedures.

Once the refund is made, the refund is recorded on CARES screen CCRE. The refund will then appear on the Refund Issued report.

CHILD CARE CASH COLLECTIONS/REPAYMENTS CARS PROFILE #9006

This form is to be used when a collection is made from a child care recipient or provider and the collection can not be recorded in CARES. A collection cannot be entered into CARES for a child care recipient when the overpayment was made before child care eligibility was automated in CARES. Collections cannot be entered into CARES for a child care provider when the payment was not issued by CARES. Any collections made from a child care recipient/provider in these circumstances must be recorded on the Child Care Cash Collections/Repayments CARS Profile #9006 (form number DES-11087).

Do NOT complete this form when a collection was made from a child care recipient/provider where the overpayment was made and recorded in CARES. Please include the overpayment period for which the collection is made on this form.

A facsimile of the form follows.

CASE COMMENTS

Workers are strongly encouraged to use BVCC to record additional information about child care benefit recovery situations which cannot be collected on the other screens. This will greatly assist in troubleshooting, possible monitoring reviews in the future and in handling appeals.

TRAINING

Statewide training will be held on this new automation during October 1999. Announcements have been sent to local agencies. If you have not received a training announcement, contact your local DES Regional Trainer.

SECURITY

For agencies or individuals which will just begin using the BV subsystem or the Child Care Payment System within CARES, special security access is required. Form DES 11 must be submitted through the local Functional Area Security Liaison (FASL) requesting benefit recovery or child care payment system access.

All BV workers will have query access to the following "child care" screens: CCAP, CCAD, BVCO, BVPD, CCPR, CCRD, CCQI, CCQD, CCQP, CCQA, CCQH, CCPS

All BV workers will have update access to the following new screens: BVPP, CCRR, CCRE

The child care profiles have been changed to include update access to the following new screens:

Code G: BVCC, BVPP, CCFR, CCRE, CCRF, CCRR, CNIN

Code K: BVCC, BVPP, CNIN

Code Q: BVCC, BVPP, CCFR, CCRE, CCRR, CNIN

Code S: BVCC, BVPP, CCFR, CCRE, CCRR, CNIN

All child care workers will have query access to the following new screens: BVCC, BVCO, BVPD, BVPP, BVRD, CCRR, CCRE, CNIN

CONTACTS

BV for child care recipients	Nadine Konrath	608-267-2187
BV for child care providers	Child Care Call Center	608-261-4580
CARES and BV security access	DES CARES Security (Call Center)	608-261-6827
Child Care overpayment policy	Child Care Call Center	608-261-4580

STATE OF WISCONSIN
DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support

Wis Stats Sec 49.195(3)

CHILD CARE CASH COLLECTIONS/REPAYMENTS CARS PROFILE #9006

County	Office	Month/Year
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RECIPIENT COLLECTIONS

Liabe Individual Name/ CARES PIN Number	Provider Name/ CARES Provider Number	Overpayment Amount	NCE	CE	IPV
Totals					

PROVIDER COLLECTIONS

Provider Name/ CARES Provider Number	Case Name/ CARES Case Number	Overpayment Amount	NPE	PE	IPV
Totals					

OVER

**REIMBURSEMENT CLAIM
Child Care Cash Collections/Repayments Report**

DEFINITIONS**INTENTIONAL PROGRAM VIOLATION/FRAUDULENT (IPV) ACTIVITY:**

- A. Conviction of fraud in a criminal court, pre-trial, pre-charge or administrative disqualification.

CLIENT ERROR (CE) /PROVIDER ERROR (PE):

- B. An error for which the client/provider bears major responsibility.

NON-CLIENT ERROR (NCE)/NON-PROVIDER ERROR (NPE)

- C. An error which occurred due to an agency or state mistake in processing.

# Repayments Received	
Recipient Repayments	\$
Provider Repayments	\$
Totals	\$

I do hereby certify that the payments of aid listed on the reverse side were received because of cash collections, and defined above, that the repayment is directly related to such activity, that the repayment is being made due to the efforts of a county employee or officer, and that the case record contains the documentation of the agency's investigation and findings as required by the Department's Policy.

Signature - Agency Administrator	Date Signed

Distribution: *Submit Original* and two copies to:

Department of Workforce Development
Division of Administrative Services
Bureau of Finance/Benefit Recovery
Attention: Kathy Nordness
Post Office Box 7946
Madison WI 53707-7946